



## Frequently Asked Questions Lexington Utilities Repayment Plans

### Key Points

- Repayment plans are only for customers with past due balances as of January 2021. Enrollment in the plan is automatic for those customers.
  - Repayment plans are for 9 months – accumulated balance is split-up evenly over those 9 months.
  - Repayment plans begin in January; disconnects resume in February; and late/nonpayment fees resume in April.
  - There will be two amounts due on each bill. **BOTH AMOUNTS ARE DUE BY THE BILL DUE DATE.** One is your regular monthly charges, second is for a portion of remaining past due balance.
  - Each bill will show the full remaining balance due on your repayment plan.
  - Assistance is available – visit [lexingtonnc.gov/live/covid-19/](https://lexingtonnc.gov/live/covid-19/) for a full list
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#### 1. Why does my bill show two amounts due?

- You have been automatically enrolled in our COVID-19 past due balance repayment plan. One amount is for your current amount due, the second is for a portion of your remaining past due balance. **BOTH AMOUNTS ARE DUE BY THE BILL DUE DATE.**

#### 2. Why do I have to pay my past due balance?

- You are responsible for your utility consumption and your utility bills. Please remember we have already paid for your utility usage, and by allowing you to delay payment, we have essentially given you a short-term loan to cover your balance. If you are unable to pay due to hardship due to the pandemic, assistance is available. Visit [lexingtonnc.gov/live/covid-19/](https://lexingtonnc.gov/live/covid-19/) for a full list.

#### 3. Why am I getting a 9-month payment plan?

- Governor Cooper's Executive Order 142 requires utilities provide only a 6-month payment plan. When weighing what repayment options would help customers the most, we kept in mind the impact the pandemic continues to have on our community. We decided that spreading payments out over 9 months, instead of just six, would provide more relief to our customers. We are also one of the last utilities to start this process. Most other utilities began payment plans in the fall of 2020. One of the reasons we delayed this process was to allow customers more time to pay off any accumulated balances before disconnects resumed.

**Contact Customer Service:**  
**Phone: (336) 243-2489 or**  
**Email: [customerservicemanagers@lexingtonnc.gov](mailto:customerservicemanagers@lexingtonnc.gov)**



**4. When does the payment plan start?**

- January 2021

**5. When do disconnections of service resume?**

- February 2021

**6. When do late and nonpayment fees resume?**

- April 2021

**7. Why is Lexington Utilities starting payment plans now?**

- Throughout this unprecedented time, our goal has been to do everything that we could do to help our customers. We suspended fees and disconnections before the Governor mandated utility companies to do so, and we are one of the last utilities to begin the payment plans. Please keep in mind it costs Lexington Utilities to provide the utility services. We have already paid for your energy usage. By allowing customers to delay payment, we have essentially provided our past due customers a short-term loan until payment is made.

**8. What happens if I cannot pay?**

- If you are unable to pay due to hardship due to the pandemic, assistance is available. Visit [lexingtonnc.gov/live/covid-19](https://lexingtonnc.gov/live/covid-19) for a full list.

**9. What happens if I miss a payment?**

- If you miss a payment, you are running the risk of having your services disconnected and eventually additional fees.

**10. If my utilities are disconnected, what do I need to do to have them turned back on?**

- You will need to pay all amounts due to have your utilities restored. Not paying your bill may also modify the terms of your repayment plan.
- All repayments will be due in full no later than September, regardless of any missed payments throughout the 9-month period. If you miss a repayment plan payment, we may redistribute your remaining balance to help you pay off all of your accumulated balances no later than September.

**11. Why is my bill higher?**

- You have been automatically enrolled in our COVID-19 past due balance repayment plan. One amount is for your current amount due, the second is for a portion of your remaining past due balance. **BOTH AMOUNTS ARE DUE BY THE BILL DUE DATE.**

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**12. Do I have to do anything to be on the payment plan?**

- No. If you have a past due balance, you are automatically enrolled in the repayment plan.

**13. What happens if I pay more than what is due on my bill?**

- Additional payments are encouraged. Any overpayments will be applied to your outstanding past due amounts.

**14. I received a letter from the HOPE Program. Will this payoff my past due balance?**

- It depends. The HOPE Program is intended to pay off six months' worth of utility bills. If your balance extends more than 6 months, the HOPE Program may not satisfy your entire balance.

**15. How do I find out if the HOPE Program will cover my entire past due balance?**

- To find out if the HOPE Program will pay off your entire past due balance, compare your most recent bill with the amount showing on your HOPE letter. If you do not have a copy of your most recent bill, please visit [our online bill payment site](#) to view your billing history.

**16. What do I do if the HOPE Program does not pay off my past due balance and I am unable to pay my bill?**

- If you are unable to pay, you will need to try to seek additional assistance to help pay your bills. Visit [lexingtonnc.gov/live/covid-19/](http://lexingtonnc.gov/live/covid-19/) for a full list of available resources. There may also be resources available by contacting other nonprofit agencies. We have included a list of some of these agencies at the bottom of this FAQ.

**17. Can Lexington Utilities do more to help customers?**

- When the COVID-19 Pandemic began in March 2020, Lexington Utilities immediately jumped into action by suspending utility disconnects and placing a hold on late and nonpayment fees before the Governor's Executive Orders. We are one of the last utilities to begin the process of repayment plans, disconnects and fee reinstatement. By the fall of 2020, most utilities began payment plans and resumed disconnections of utility services. Lexington Utilities has waited almost 10 months before beginning payment plans and it will be almost 11 months before we begin disconnections. We waited this long to help our customers by giving them as much time as possible to pay off accumulated balances before disconnections resumed.



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**Assistance Organizations:**

Davidson County Dept. of Social Services 336-242-2000

*Low Income Energy Assistance Program (LIEAP) & Crisis Intervention Program (CIP)*

913 N. Greensboro St., Lexington, NC 27292

Fax 336-249-7588

Energy United Foundation 704-878-5104

1900 Odell Owen Rd., Lexington NC 27295

Salvation Army of Davidson County 336-249-0336

314 W. Ninth Ave, Lexington NC 27292

United Way of Davidson County 336-249-2532

Mailing P.O. Box 492, Lexington NC 27293

Fax 336-248-5286

Davidson County Community Action (DCCA) 336-249-0234

911 S. Talbert Blvd. Lexington NC 27292

Fax 336-249-2078

211

Call 211 or visit [211.org](http://211.org) to find local resources that can help relieve financial hardships.

Fairgrove Family Resource Center 336-472-7217

South Davidson Family Resource Center 336-859-5399

Open Door Ministries 336-885-0191

**Access COVID-19 health information from the NC Department of Health and Human Services (NCDHHS) [here](#).**